



IT- og Telestyrelsen

Ministeriet for Videnskab
Teknologi og Udvikling

www.ekalender.dk

CalConnect XI

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Bitten Clausen & Helle B. Martinussen

National IT and Telecom & Danish Ministry of the Environment

Who are we?

Bitten:

- Dealing with service-oriented infrastructure
- transmitting business documents like invoices, orders, catalogues etc. via the internet

Helle:

- Adviser in Business Architecture
- Project Manager



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Denmark (1)

Key figures



- Population: 5.3 millions inhabitants. In Denmark we have around 3 million workers. The public sector employs around 816,000 which is about 28.2 percent of the labor force.
- Denmark consists of 474 islands and Jutland (peninsula) connected to Germany. In all Denmark is around 43,000 square kilometres. The biggest island is Zealand. The Faroe Islands and Greenland belong to Denmark. Furthermore these countries have autonomy.
- Denmark is a member of the European Union. However Faroe Islands and Greenland are outside the European Union.



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Denmark (2)

Key figures



- The capital is Copenhagen. Around 1 million lives in Copenhagen.
- The official language is Danish. To learn English is obligatory and starting in the under school – normally in the 3rd grade.
- Denmark is known as leading in different products and services like food, furniture, cloth, design, sea transport, windmills, medicine and it and tele communication.
- Denmark will host the 2009 climate conference, which is expected to result in an agreement that will serve as a replacement for the Kyoto Protocol (Co₂ Emissions)



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National IT-strategy (public sector) (1)

- Our Minister of Finance has issued a report for Digital strategy 2007 – 2010.
- The main goal is:
 - Digital opportunities must be exploited even better
 - The public sector must deliver better, more cohesive and efficient digital services to the citizens and businesses
 - The e-Government strategy will fulfill that ambition



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National IT-strategy (public sector) (2)

- That Denmark obtains a world class electronic infrastructure
- That citizens obtain the necessary competencies to use this infrastructure in the best possible way
- That citizens feel secure and safe when using the infrastructure
- That citizens in practice use the infrastructure because the content provided though it is useful and valuable



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Presentation of www.ekalender.dk

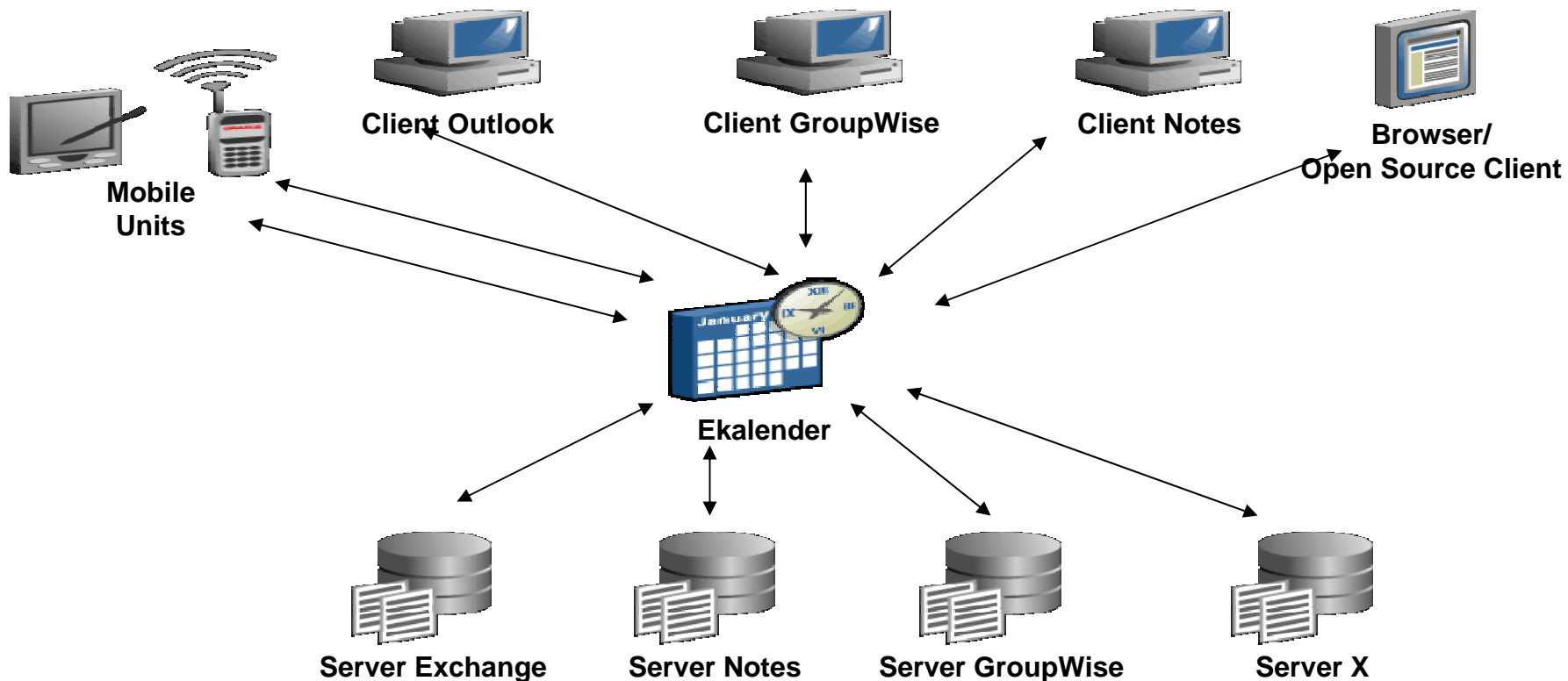
- Vision
- Purposes
- Who can use the calendar?
- The idea – when did it all begin?
- Who is in charge of the project? (The project organization)
- Economy
- Business Case
- The interfaces – how do you receive accept? (End-users view)
- Experiences up to now with the end-users
- General issue
- Marketing of [ekalender.dk](http://www.ekalender.dk)
- Connecting people – more visions
- Conclusion and possibilities for future



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Vision - Calendar Integration



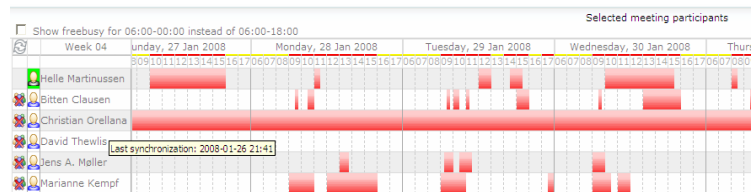
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Presentation: the Danish ekalender



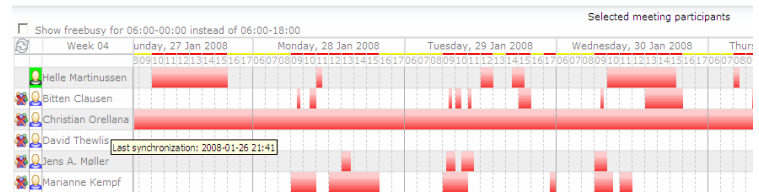
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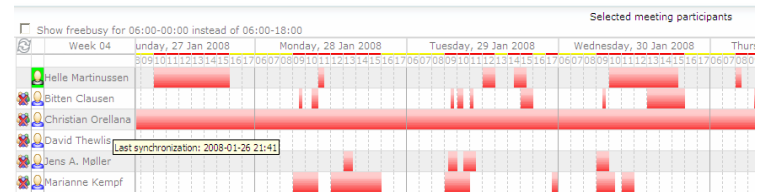
Purposes (1)

- Make it possible to book electronic meetings between different public authorities, companies etc. and of course **between different calendar systems**
- Make it easy to book meetings between different companies. **We expect that we can save plenty of process-time**
- **Maybe we will contribute to reducing the time of a complete administrative procedure** when the case officer very quickly will be able to get a comprehensive view of the participants free-busy time and then book a meeting tomorrow instead of in one or two weeks



Purposes (2)

- ekalender is very unique – **it is possible to publish free-busy time with your local calendar system** if you use one of these calendar systems:
 - Outlook (single user solution)
 - Lotus Notes (administration by the local IT-department)
 - GroupWise (administration by the local IT-department)
- If you use none of the above calendar systems then **just use ekalender.dk (standalone)** without any free-busy publishing



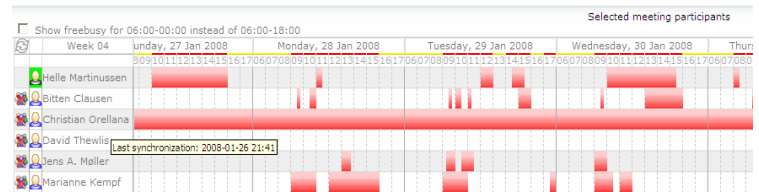
The idea – when did it all begin?

- Autumn 2002 - The idea is fostered in a report
- Autumn 2003 - Technical experiments (pre-analysis)
- Spring 2005 - The idea and the project transfer from the local company to Ministry of Science
- Summer 2005 - The project starts in a new context with participants from the pilot-organizations
- Spring 2006 - EU-tender – finding technical suppliers
- March 2007 - Proof of concept of the technical system
- Summer 2007 - Launching the new user interface
- Autumn 2007 - Escalating the use of ekalender



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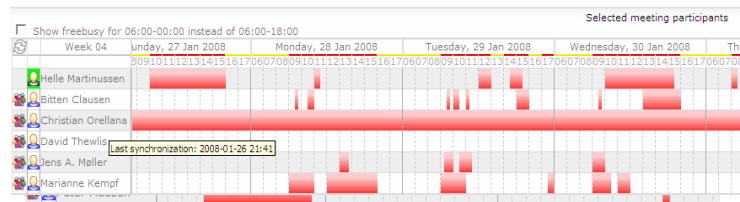
Who can use the calendar?

- Everybody can sign up and use the calendar
- You need an e-mail address and a connection to the internet
- Besides the public area we encourage everybody to use ekalender for private purposes like the local football club, in house association or other private purposes. You can compare this technology – ekalender – as a quick tool like young people have done using SMS-services
- Using ekalender is free for end-users

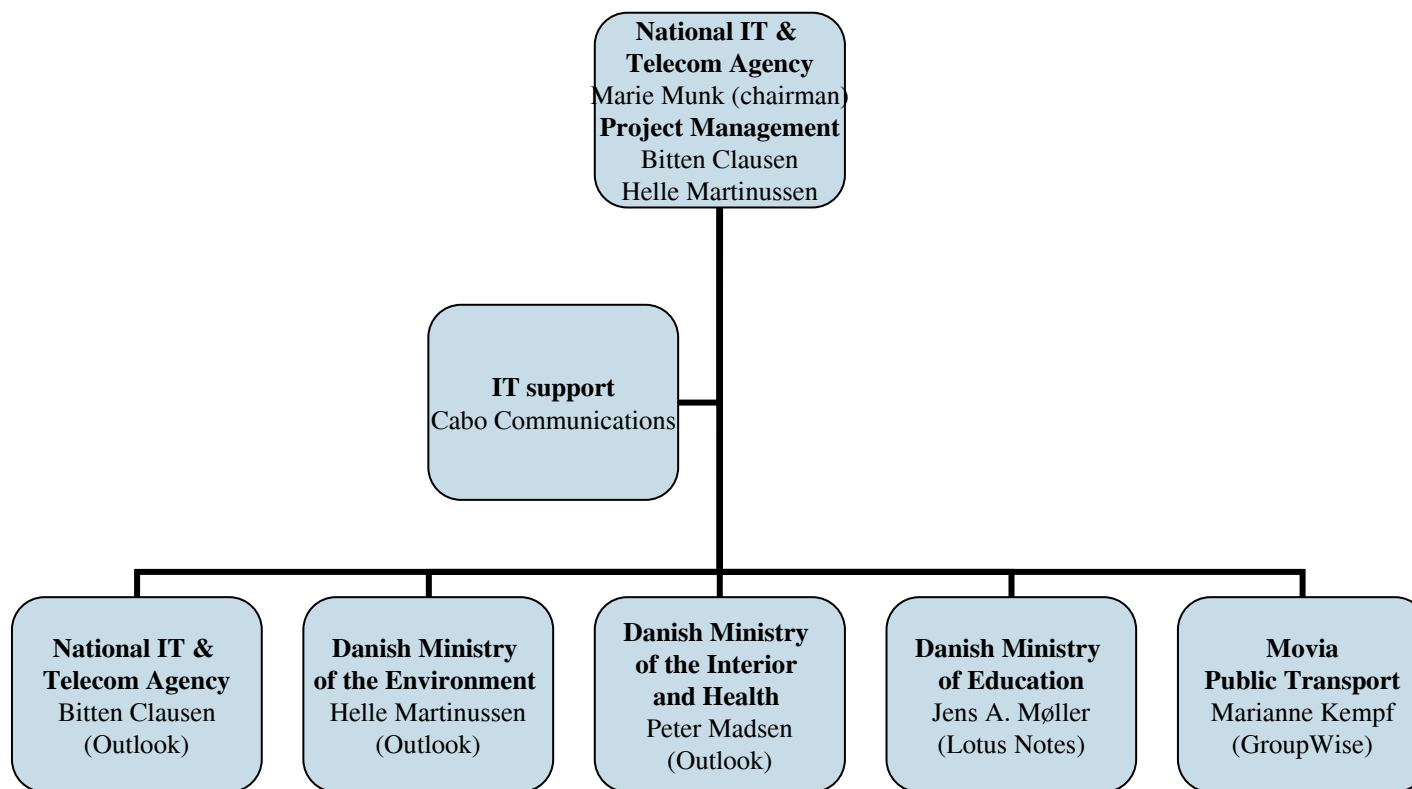


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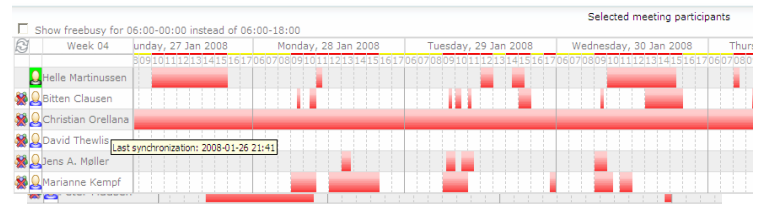
Who is in charge of the project?





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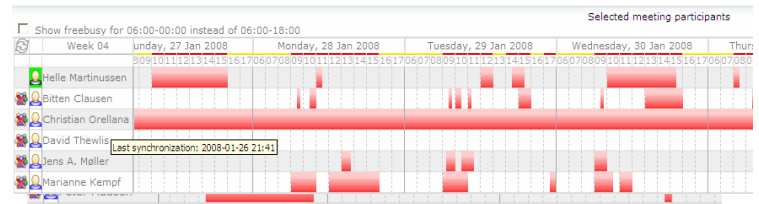
Economy 2006 – 2007 (1)

- (Pre-analysis year 2003) about \$100.000
 - The basic system (Supply within EU) \$200.000
 - + Extra up to \$100.000
 - Totally about \$400.000
-
- Man-hours: About 2-3 man-years per year (from 2006)



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Economy 2006 – 2007 (2)

Running and Support: Price per month per end-user

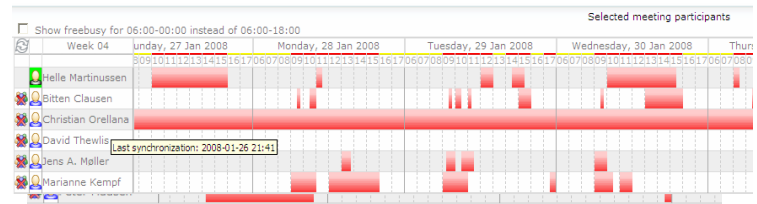
Amount of end-users	Price per month per end-user
0 – 1.000	About \$1.50
1.000 – 10.000	About \$1.25
10.000 – 40.000	About \$1.00
40.000 – 100.000	About \$0.75
100.000 – 300.000	About \$0.30

- The price includes 2nd level support and a minimum of 1,250 \$ per month.
- More users will reduce the cost per end-user



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Business case – ekalender (1)

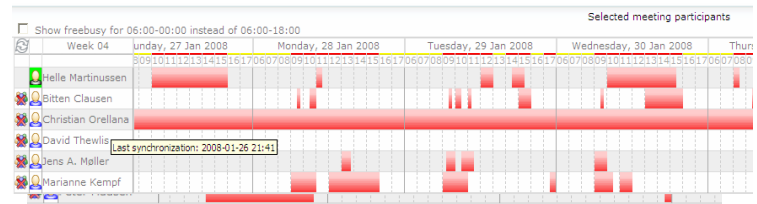
Background

- 816,000 people are employed in the public sector
- After years of privatization we cooperate a lot between public and private organizations
- It can take up to 10 hours (worst case) to book a meeting (held within 2 or 3 weeks) with participants from 5 to 10 public or private organizations (statement from a planner within municipal administration)
- Today we spend a lot of time on phone or e-mail in order to set up appointments



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Business case – ekalender (2)

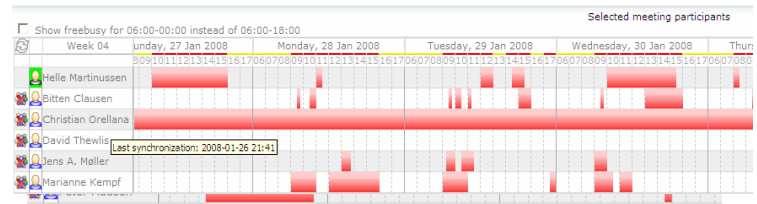
Case no. 1 – a view from a local government administration

- They employed about 350 employees (year 2005)
- They calculated that 50 of their employees (secretaries, planners, project managers) could save about 20 hours per year if they could book meetings with their collaborators by using ekalender
- Then they would save 50 employers x 20 hours x \$64 per hour = about \$64,000 per year
- And at least 100 other public organizations dealing with administration were expected to save the same figures. Totally you would save about \$6,400,000 per year reduced by a minimum of costs (running and support)



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Business case – ekalender (3)

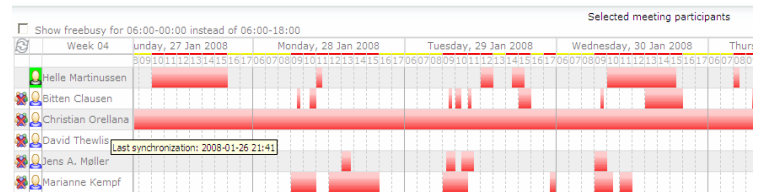
Case no. 2 – another view on a business case

- If every fifth employee in the public administration in Denmark could save just one hour per year
- Then we could save 816,000 employees / 5 x 1 hour x \$64 per hour = about \$10,444,800 per year in the public sector reduced by a minimum of costs (running and support)



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The interfaces – how do you receive acceptance?

Book meetings	Show information about accept/decline from			
from	Ekalender.dk	Outlook	GroupWise	Lotus Notes
Ekalender.dk	Yes	Yes	Yes	Yes
Outlook	Yes* (depends on your local configuration)	Yes* (depends on your local configuration)	No – an email	No – an email
GroupWise	No – an email	No – an email	No – an email	No – an email
Lotus Notes	No – an email	No – an email	No – an email	No – an email



Experiences until now with the end-users (1)

- Launch of the new user interface July 2007
- Integration with Outlook 2007 launched mid-October 2007
- About 290 registered users by mid-November 2007
- About 550 registered users by end-January 2008
- We receive plenty of compliments for the idea and the user-friendly system
- We have received very few helpdesk calls
- We have the opinion that marketing by mouth-to-ear is a good method. But now we will begin making pamphlets etc.



Experiences until now with the end-users (2)

- **Outlook 2007**

We have some trouble with Outlook 2007 e.g. we do not receive the participants acceptance/decline of a meeting correctly on neither www.ekalender.dk nor in Outlook 2003 (can be a local problem)

- **Windows Vista**

We have some troubles with Windows Vista which in some situations prevent free-busy information from being published to www.ekalender.dk due to a new WebDAV client implementation



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Marketing of ekalender.dk

- On our site – ekalender.dk
 - Appeals to the end-users
 - You save time by using ekalender.dk
 - You have to use some time to tell your friends, collaborators or others about the benefits of using ekalender.dk
- Information to our local companies
- Marketing using other medias



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Connecting people - more visions (1)

- **Event related features**
 - Sport
 - Art etc.
- **Publication of my appointments for my special relations**
e.g. the titles of the appointments or the whole content in the appointments
 - Closed user groups
 - Special arrangements with friends, family or colleagues
- **PURPOSE**
 - Optimizing scheduling or rescheduling of appointments
 - Contribution to the global production – world wide (especially with workgroups across companies)



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Connecting people - more visions (2)

Case: Close relation with my close family

- Today both parents often have a calendar in their jobs
- If they have children, then they also have to look in their children's school or nursery school calendar
- If we can move everybody's calendar into **one common calendar** by synchronization of appointments then the parents can easily check the calendar of their 2-year-old daughter and recognize that she is going for a picnic next Wednesday with the kindergarten and that she has to wear special shoes or similar requirements



Conclusion and possibilities for future (1)

- CalDAV et al. could be the future solutions - but how long do we have to wait for complete implementations across existing calendaring systems?
- In the meantime solutions like www.ekalender.dk could fill in the gap.





Conclusion and possibilities for future (2)

- There must be a potential for our ideas in the rest of the world?
- How could we make something in a larger scale and how could we organize it?
 - We have railways all over Europe – but we do not use the same size of tracks!
 - But it is very easy to use the highways across the borders!
 - Harmonization is the keyword and a common solution could be the answer

